

Shivsagar Mulay
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Goa•

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Technical Proficiencies

Platforms/Tools: Microsoft-Office, Citrix XenApp and Xen Desktop, Lotus Notes, Opera V5, Micros 9700, Veritas Backup Exec 2016, Triton, Novel Netware, Lan. WAN, cyberoam firewall, Cisco Switches 3560, IP telephony, Prologic Ver 5.0.5, Vision line by Vingcard door locks, Microtik Router Board, Desktops, Laptop's, Dell Desktops, HP Servers.

PROFESSIONAL EXPERIENCE

Riviera Royal Hotel and Casino (Guinee Conakry)

IT Manager (Dec 2019 – Jan 2021)

Job Description

Manages IT- based operations and Services to meet IT requirements , Maintain information Technologies Strategies, Running checks on network and data security, Conduct regular system audits, Running and sharing regular operation systems reports with senior staff, Identifying and acting on opportunities to improve and update software and systems, Providing direction for IT team members, Training for teams for skills development, Coordinate with internal and external vendor support to ensure and maintain efficient end user support

Experience on Microtek Router Board, Partners Managerial Systems (PMS), Partners GPOS(Point of sale) machine configuration, Visionline by Vingcard Door Locks, Handling Wi-Fi for guests, VLAN Networks on cisco switches 3560, OVH SMTP cloud email, HP printers, Canon Printers, IP based Dahua CCTV's, Epygi QX-500 IP Telephony, HP, Dell Desktops and laptops, HP Servers, Managing IT asset inventory, Kelio Biometric attendance systems, Installing and configuring office systems and all IT devices, OS platform worked on windows 2012 R2-Standard, Windows 2003 R2 Standard. Maintaining company internet lines External vendor coordination, excellent oral and written communication

Radisson Blu Cavelossim Beach

IT MANAGER, (August 2018 – Jan 2020)

Hands on experience in Opera 4 and 5 Ver, and Micros 9700, Good Knowledge on IDS. Handling Wi-Fi for Guest, KABA Door Locks Systems, Coral IRIS EPABX Exchange, SMTP mail Support, Servers, Symantec Backup Exec 2016, HP printers, Desktops and laptops, External vendor coordination

The Lalit Golf and Spa Resort Goa

IT MANAGER (November 2014 – August 2018)

Hands on experience in Opera 4 and 5 Ver, and Micros 9700, Handling Wi-Fi for Guest, Onity Door Locks Systems, and HP Servers. Worked on NEC SV8300 PC pro EPABX exchange, CCTV, Symantec Backup Exec 2014, Prolific ERP Software, HP printers, laptops and desktop, External vendor coordination

Hyatt Bangalore MG Road

Assistant Manager Information Systems (February 2014 - November 2014)

Hands on experience in Opera 5 Ver, and Micros 9700, Iscala ERP software , Wi-Fi for Guest, HP Servers, Vingard Door Locks, Siemens EPABX, HP printers

Hyatt Regency Chennai

Information systems Coordinator (Aug-2011-Feb-2014)

Providing support for Opera (PMS), and Micros 9700, Handling latest WS5 Fidelio Micros Point of sale(POS), machines, KOT printers, Check slip printers, Vingard door locks, Iscala ERP software, Alif systems, Symantec backup, HP printers

Hyatt Shared Services Pvt Ltd

Information Systems Coordinator (Dec 2008- Oct 2010)

Desktop and Server Hardware Support, Backup, centralized Database for All the Hyatt hotels for ERP software iscala.

EDUCATION & TRAINING

R.N Shetty Polytechnic Belgaum Karnataka

Diploma in Electronics & Communication Engg(Oct-1994)

Post Graduate Diploma in Computer Engg(Dec-1995)

Sikkim Manipal University

Bachelor of Science in Information Technology (Oct-2016)

Professional Certification

ITIL® Foundation Certificate in IT Service Management (May-2019)

Training

Certificate training course in Managerial Effectiveness (April 2015)

Passport Details

Passport Number – K-1623478

Place of issue – Thane – India

Date of Expiry – 03/10/2021